

SAVANNAH FIRE

Annual Report

2017

About the Department: Savannah Fire & Emergency Services (SFES) is steeped in history that dates to 1759. 152 years later it became the first fully-mechanized fire department in the United States. Today, SFES is a metro sized department that current holds an Issuance Services Office (ISO) Classification 1 and Accreditation from the Commission on Fire Accreditation International (CFAI) making SFES a leader in the fire industry. As a progressive organization comprised of 351 career firefighters, SFES operates from 15 fire stations that are strategically located throughout the City of Savannah to ensure a quick response to the needs of citizens and visitors.



"...committed to those we serve"



VISION STATEMENT

We are committed to serving our community with the utmost levels of professionalism and efficiency in relation to the preservation of life and property.

ORGANIZATIONAL PRINCIPLES

- Professionalism
- Accountability
- Service Excellence
- Diversity
- Customer & Employee Satisfaction
- Leadership
- Teamwork
- Safety
- Loyalty
- Trust
- Effective Communication



Thank you for reading the Savannah Fire & Emergency Services (SFES) 2017 Annual Report. We are a professional career Fire Department comprised of 351 uniformed firefighters and 18 administrative/support staff.

We serve a population of 145,674 people, with a service area of 108 square miles. The service area we serve includes an Industrial component along the river basin and large tracks of commercial and residential structures throughout the city limits. Services are delivered from 15 Fire Stations. Service Response Units includes: 16 Engine Companies, 5 Ladder Companies, 2 Heavy Rescue Companies, 1 Fireboat, & assorted marine vessels and equipment, located strategically throughout the City.

In addition to structural firefighting, we also are the primary provider of Hazardous Materials (HazMat) and Technical Rescue Services; Industrial, Marine & Shipboard Firefighting. This report will list the activities of the 3 major Departments within SFES, Operations, Logistics, and Emergency Management. This report details the work of the Divisions contained within each Department, to include our Public Education activities.

Charles G. Middleton

Fire Chief, CFO, MIFire



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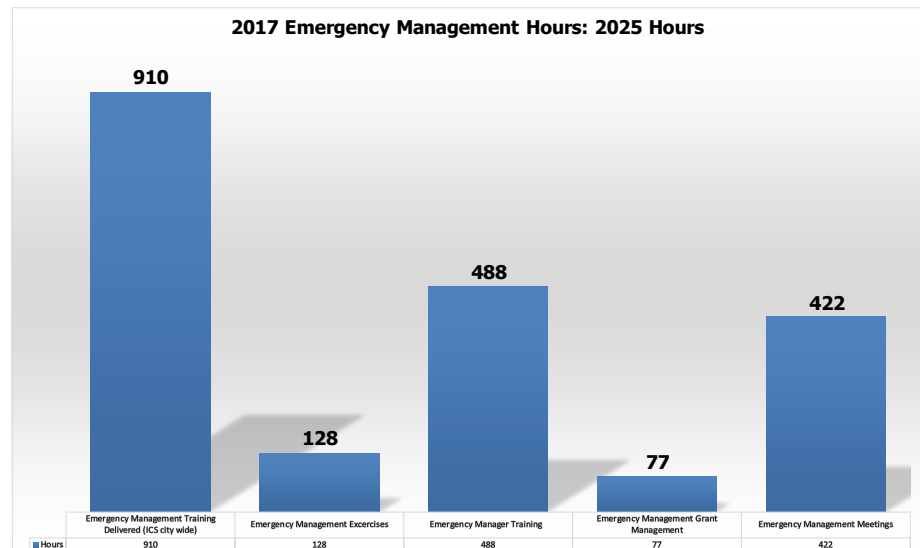
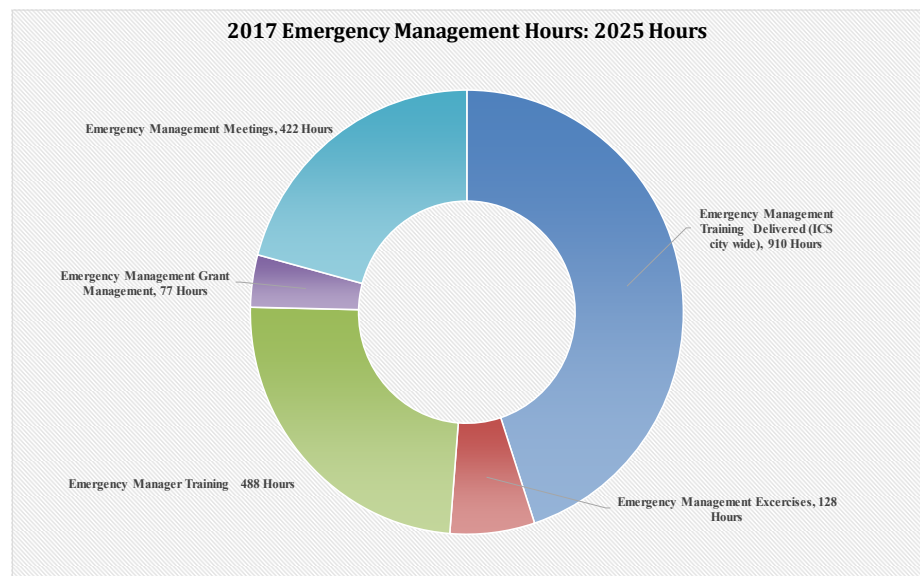
Emergency Management



David Donnelly
Emergency Manager

Savannah Emergency Preparedness is a division of the Fire & Emergency Services Department. The mission of Savannah Emergency Preparedness is to expedite the return to a safe, healthy and thriving community through effective implementation of best practices and innovative approaches. This is accomplished through planning, training and exercises that prepare City staff to respond to and recover from disasters, as well as to mitigate and prevent hazards and threats.

The Emergency Preparedness Team meets regularly to develop emergency plans and procedures. The City's Incident Management Team carries out the plans in order to maintain public safety, restore infrastructure, assist in economic and community recovery and to ensure good government by tracking and recouping costs. City of Savannah personnel honed their incident management skills by responding to Hurricane Irma, managing the City's involvement in the 193rd St. Patrick's Day parade and festival as well as the Rock N' Roll marathon. Emergency Preparedness works with partners, such as Georgia Ports Authority, the Coast Guard, U.S. Army Corps of Engineers and Chatham County in planning and participating in disaster exercises. Additionally, Emergency Preparedness develops plans for Critical Workforce Shelters, securing agreements with the three hospitals and Georgia Southern – Armstrong Campus.



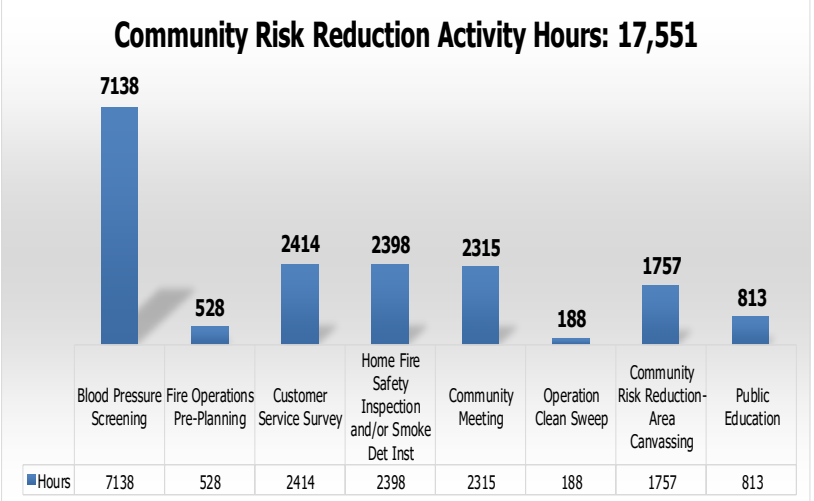
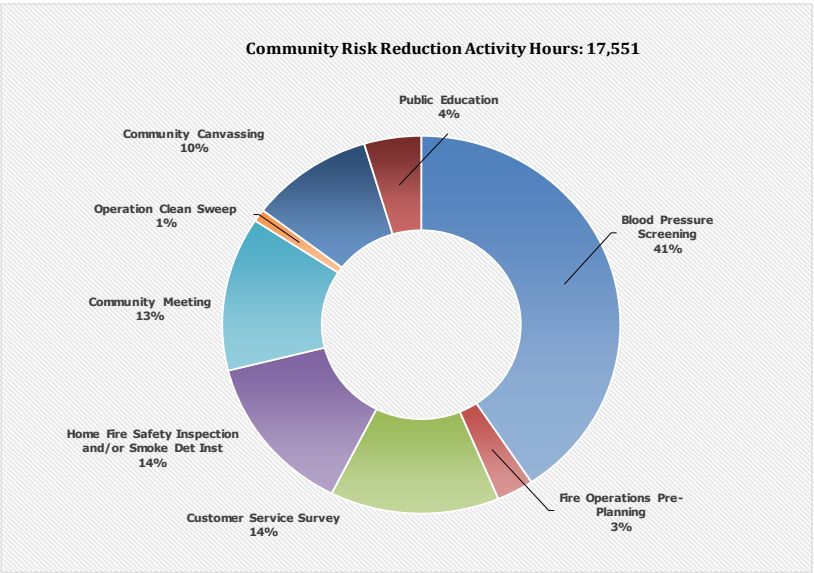
Public Information/ Community Risk Reduction

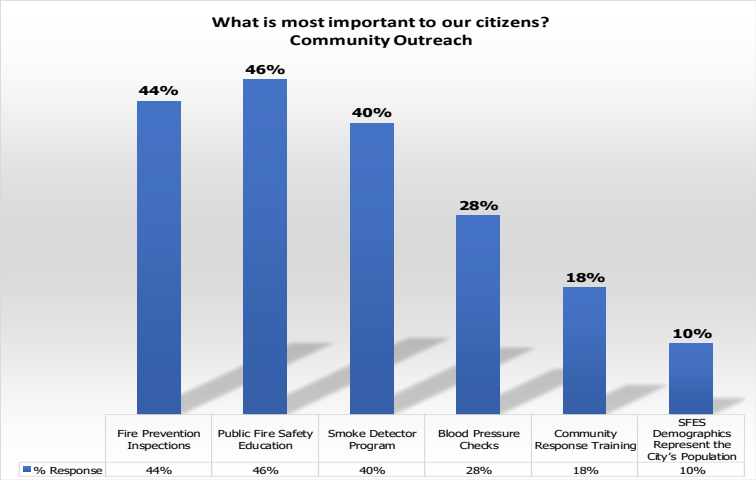
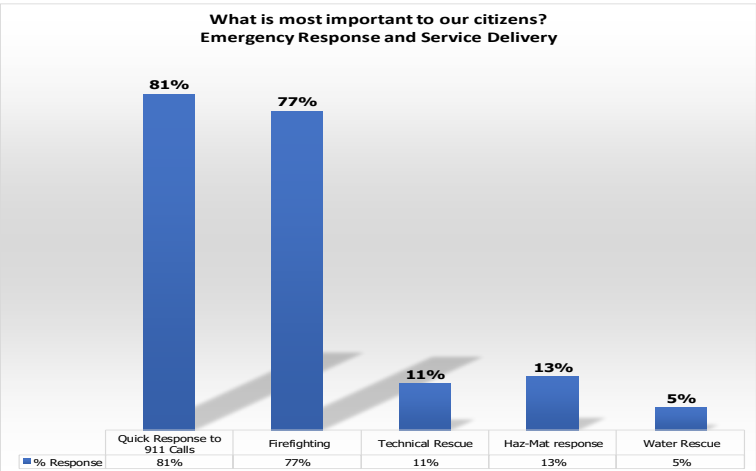
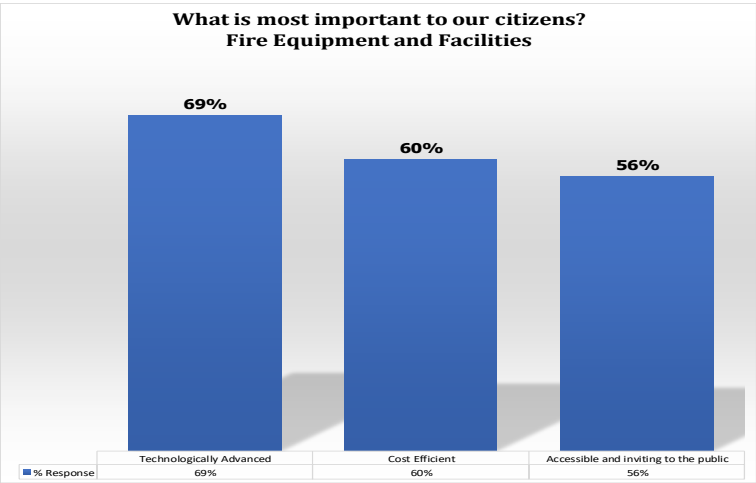
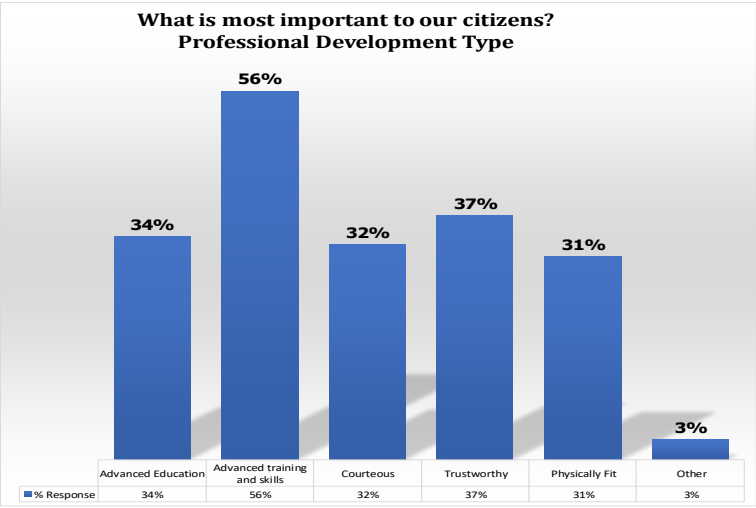
A staffing change occurred in the last three months of 2017 and that time was devoted to reorganizing the Public Information Office, upgrading social media sites, improving local media contacts, expanding community contacts, increasing public awareness about Savannah Fire and planning, preparation and implementation of the Fire Fee. In addition to meeting with community groups and responding to citizen and media inquiries, the Public Information Officer prepared information regarding the Fire Fee and the Savannah Fire’s role in the Fire Fee Discount process. That information was used to educate firefighters and the public.

Additionally, in November the Public Information Office launched the Keep the Wreath Green initiative to promote holiday fire safety during the Thanksgiving, Christmas and New Year’s holidays. There was an 18% decrease in holiday fires from 2016 to 2017. In December the Public Information Office established a partnership with the Savannah-Chatham Public School System and secured a \$10,000 grant from the Hartford Insurance Company. Those funds are being utilized to renovate the Fire Safety House and revitalize that major fire safety outreach program for children.



Jenel Few
Public Information Officer

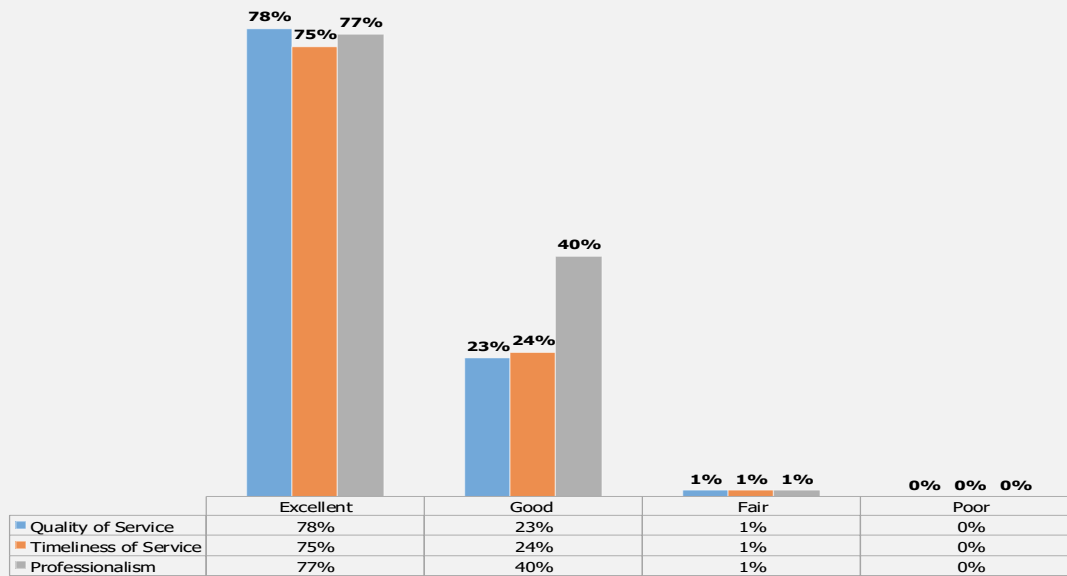




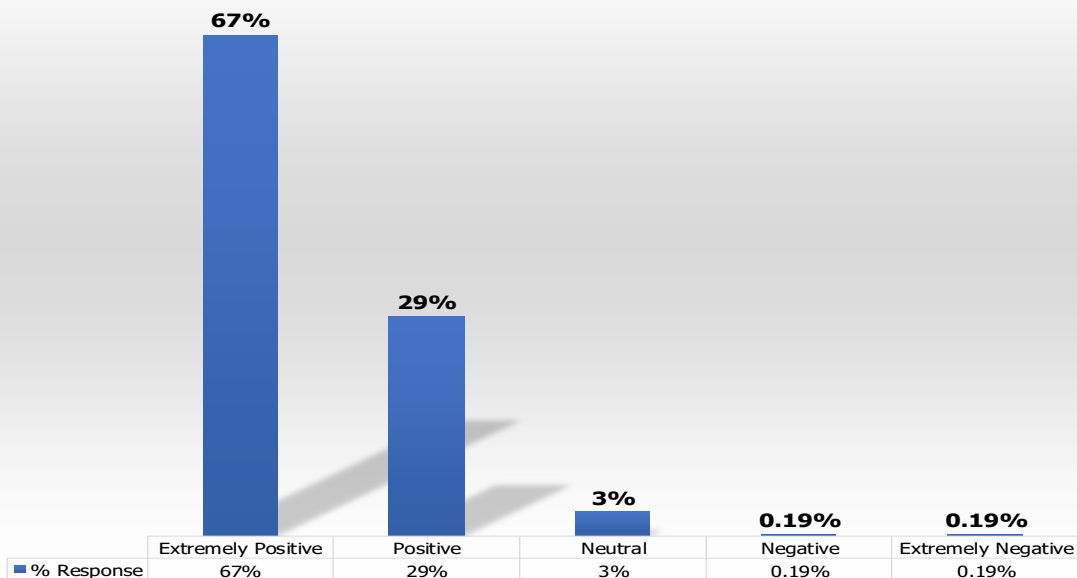
Each year Savannah Fire & Emergency Services conducts an annual survey of our customers in order to gage our efficiency and effectiveness to the communities we serve. As SFES focuses on our commitment to those we serve, we also strive to listen to our customers needs and try to respond to those needs through strategic planning and service excellence.



SFES Community Ratings

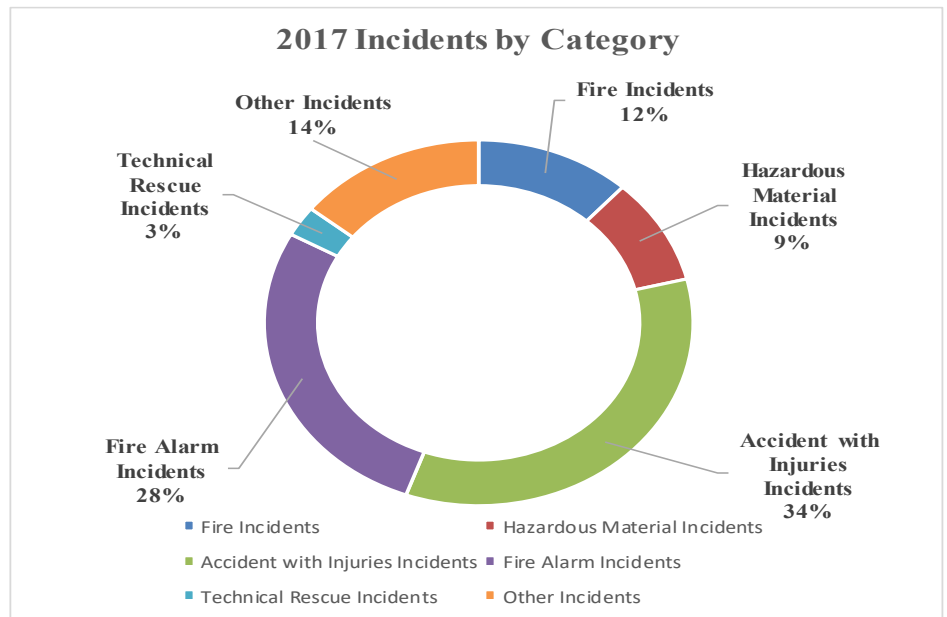


How was your interaction with SFES?



Savannah Fire & Emergency Services

Responded to
7,920 incidents
in 2017



2017 Fire Performance Analysis

2017 Fire Data

Low Risk Fire Incidents at the 90th Percentile (Sample size 519 Incidents)

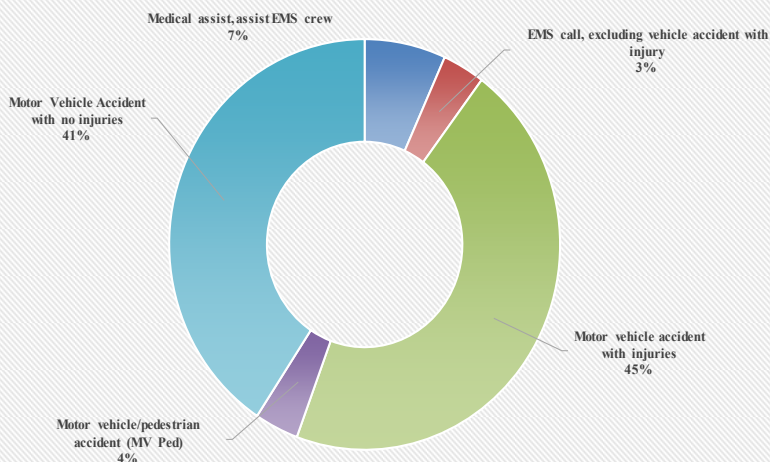
Response Categories	SFES Benchmark	90th Percentile
Call Processing Times	0:02:00	0:03:32
Turnout Times	0:01:20	0:01:14
FAU Travel Times	0:04:00	0:04:21
ERF Travel Times	0:00:00	
FAU Total Response Times	0:07:20	0:08:12
ERF Total Response Times	0:00:00	

Moderate and High Risk Incidents (Sample size 181 Incidents)

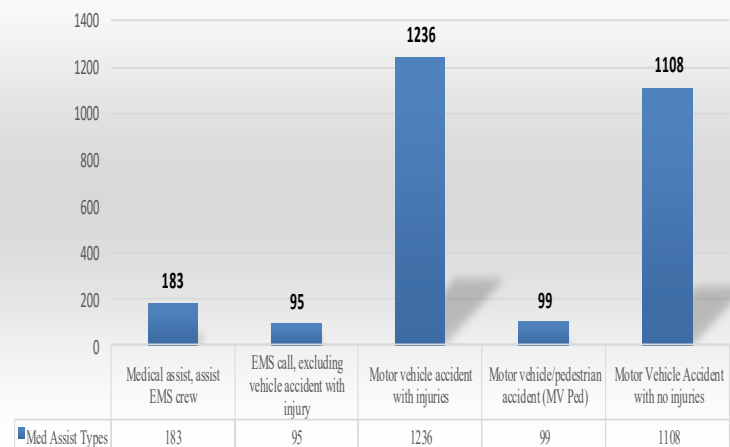
Response Categories	SFES Benchmark	90th Percentile
Call Processing Times	0:02:00	0:02:58
Turnout Times	0:01:20	0:01:21
FAU Travel Times	0:04:00	0:03:37
ERF Travel Times	0:08:00	0:08:28
FAU Total Response Times	0:07:20	0:06:43
ERF Total Response Times	0:11:20	0:11:55



2017 Percentages for Accidents with Injuries Incidents



2017 Total Accidents with Injuries Incidents by Types: 2721

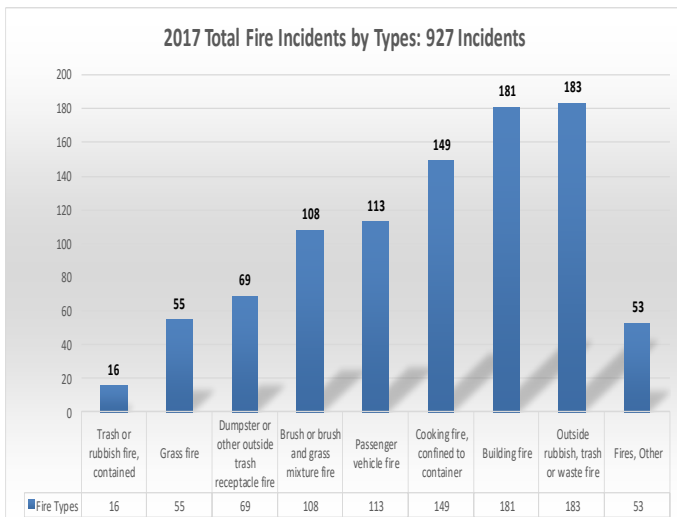


The goal of Savannah Fire & Emergency Services Operations Department is to support the Community Risk Reduction initiative. To support this initiative, the Operations Department utilizes 15 Fire Stations, 23 Companies and 351 personnel that are strategically placed throughout the city in relation to the city's risk assessment. By constantly monitoring our response efforts through data collection, the Operations Department is able to effectively and efficiently respond to a wide spectrum of natural and manmade incidents. The results of our efforts have led to receiving the highest Insurance Services Office (ISO) rating, ISO Class-1 and receiving International Accreditation from the Commission on Fire Accreditation International. All this ensures that we stay true to our mission, "...committed to those we serve".

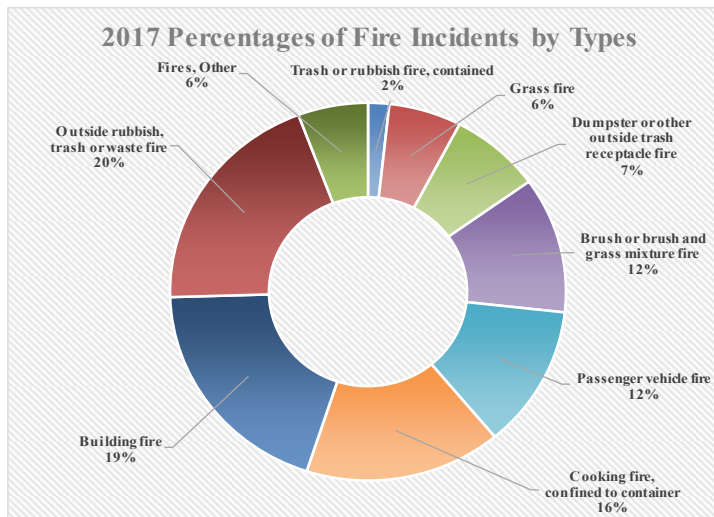


William Handy
Assistant Chief Operations

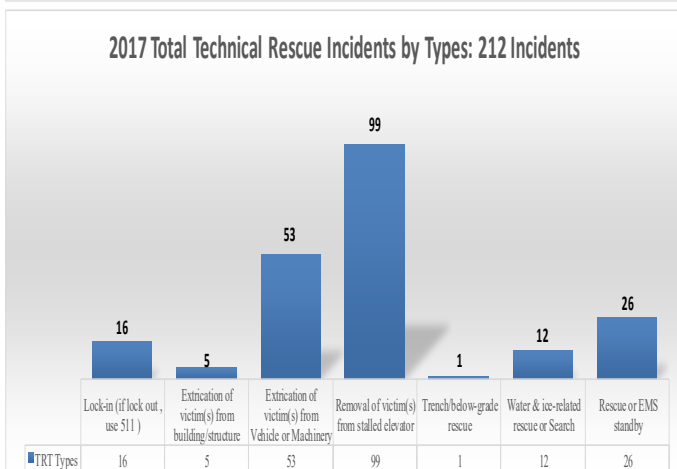
2017 Total Fire Incidents by Types: 927 Incidents



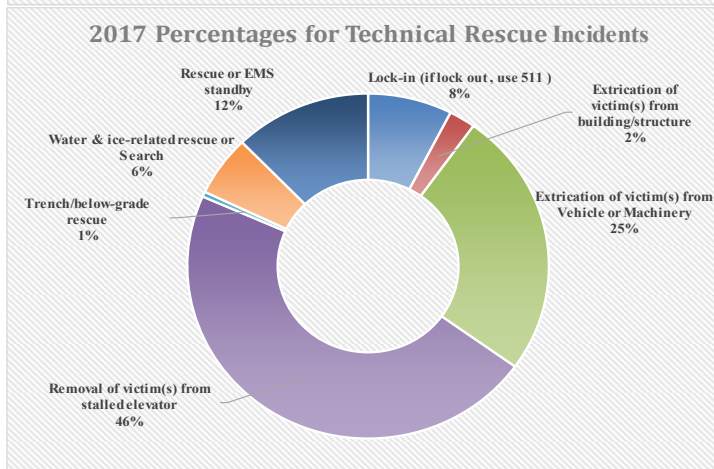
2017 Percentages of Fire Incidents by Types



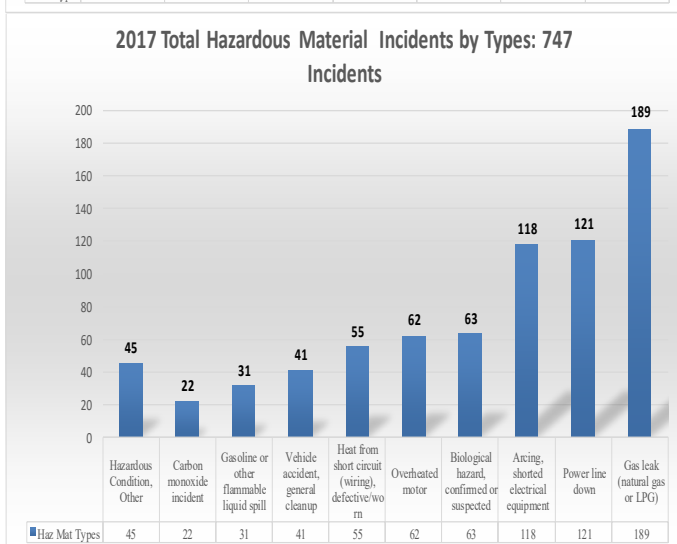
2017 Total Technical Rescue Incidents by Types: 212 Incidents



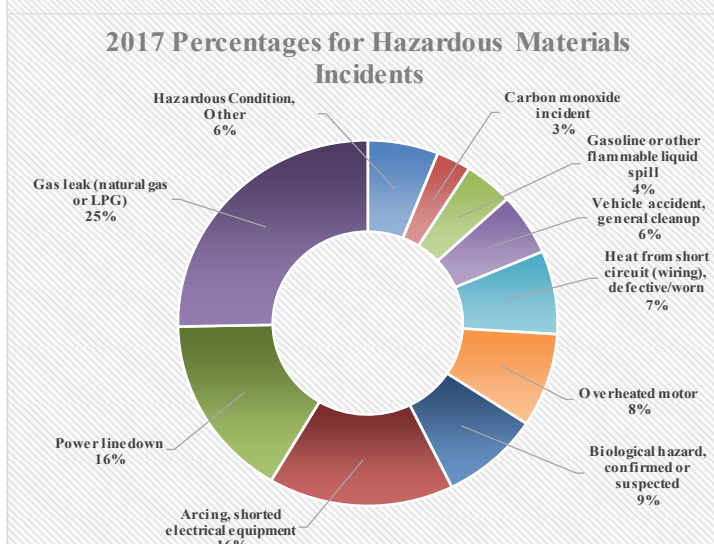
2017 Percentages for Technical Rescue Incidents



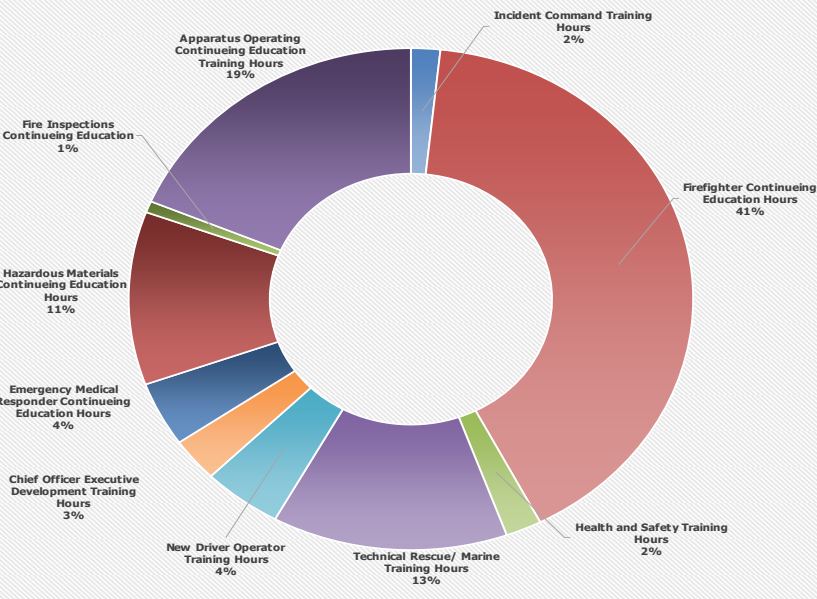
2017 Total Hazardous Material Incidents by Types: 747 Incidents



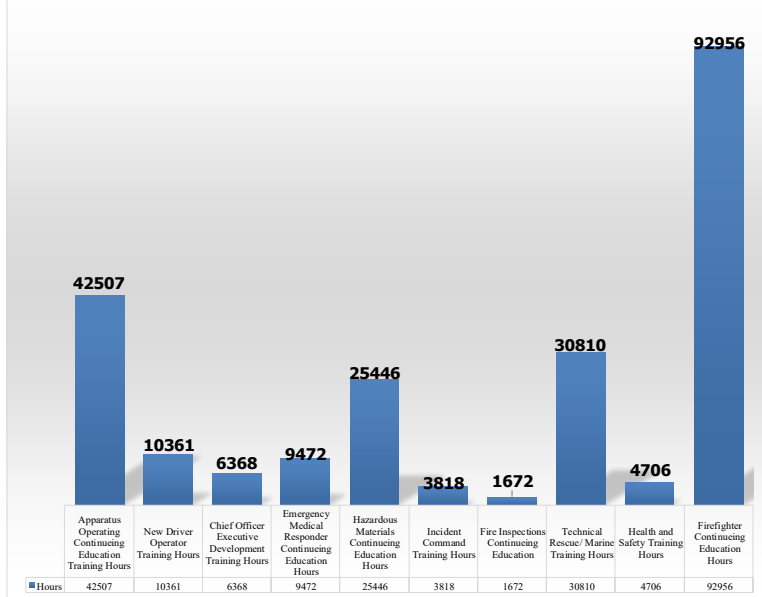
2017 Percentages for Hazardous Materials Incidents



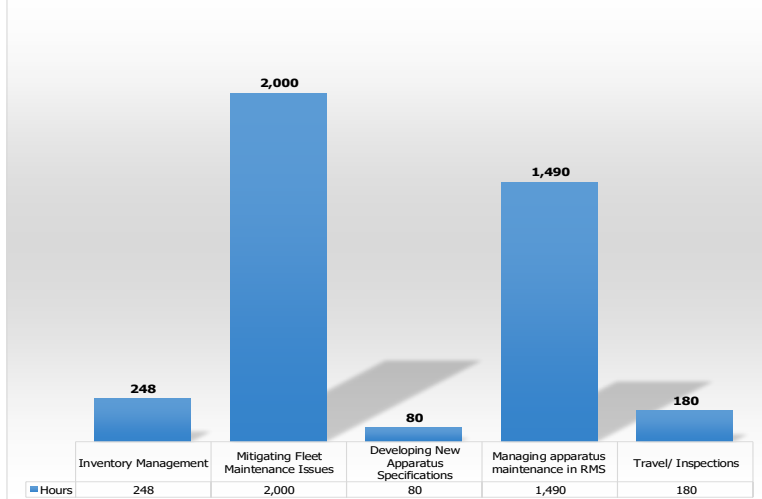
2017 Total Training Hours by Category: 228,116 Hours



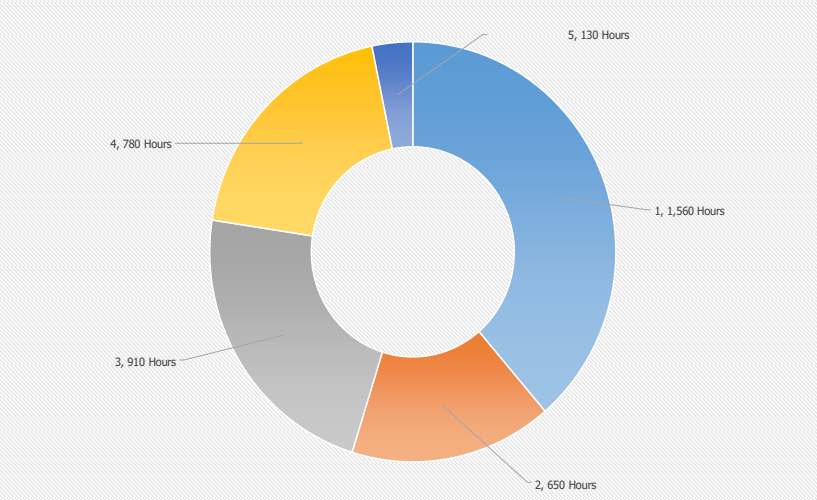
2017 Total Training Hours by Category: 228,116 Hours



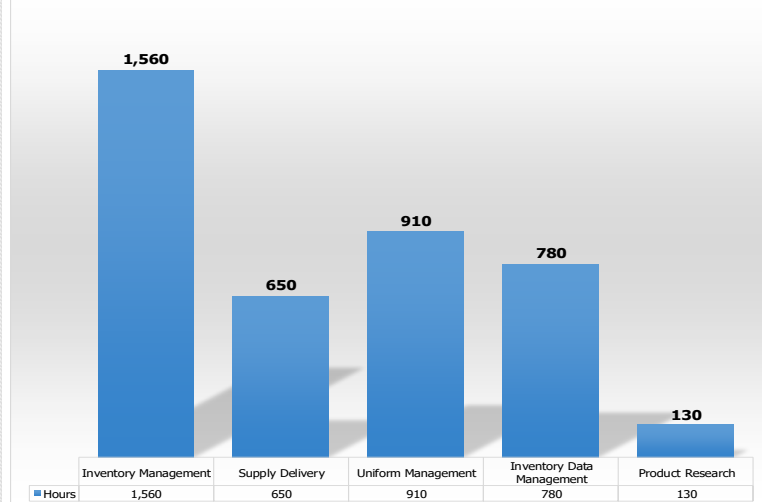
2017 Fleet Maintenance Hours: 3,998 Hours



2017 Service Support Hours: 4030 Total Hours



2017 Service Support Hours: 4030 Total Hours



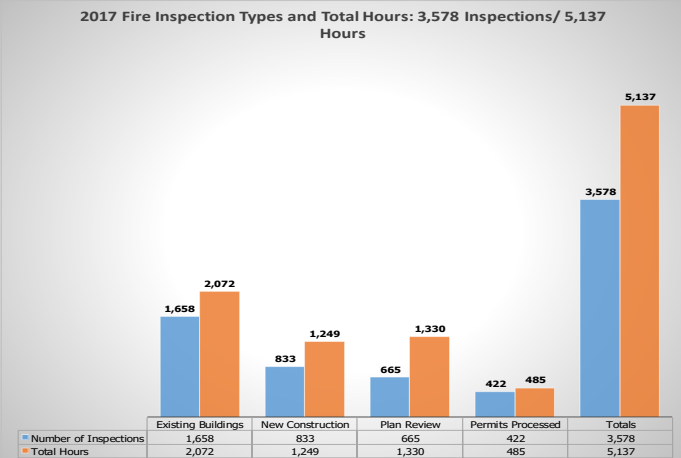
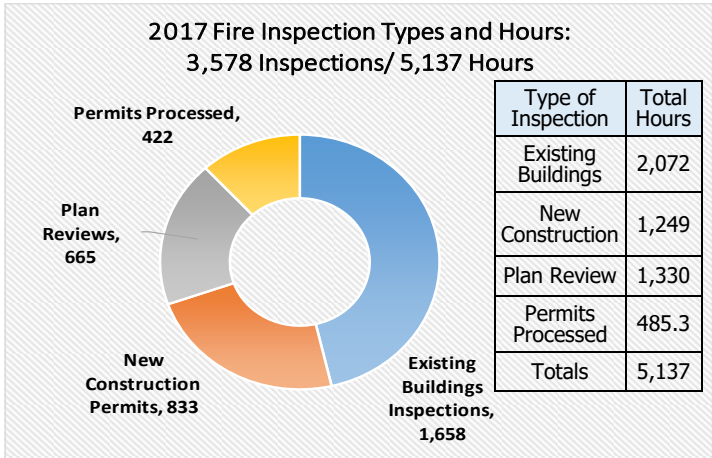
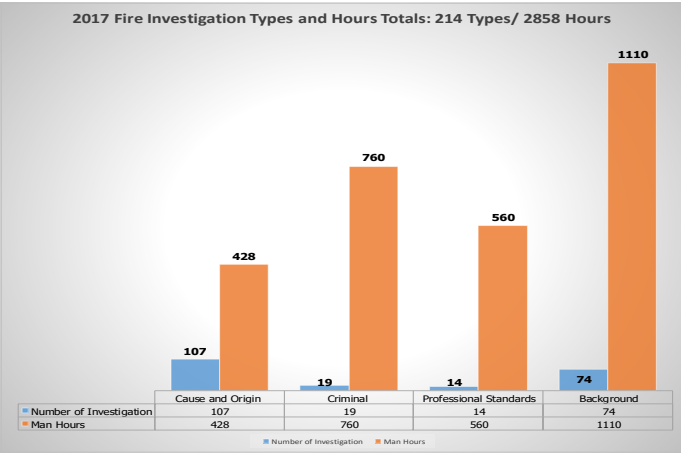
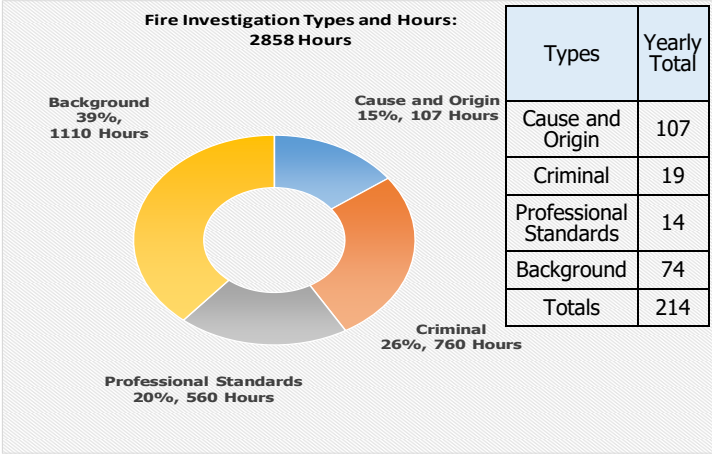
The Logistics Department is comprised of the following Divisions: Fleet Management, Service Support, Budget & Purchasing, Human Resources Administration, Fire Prevention, Arson Investigation, and Training. The Training Division is responsible for providing educational training in assist in the following areas: Executive Management, Fire Officer Development, Fire Operations Training, Hazardous Material, Technical Rescue Training, and New Fire Recruit Training. The Fleet Division works with the City's Vehicle Maintenance shop for preventative maintenance and repairs to our equipment and vehicle, Fire Prevention and Arson Office represents fire prevention, investigations and code enforcement activities to include fire prevention inspections in commercial buildings, plan review and fire investigations.



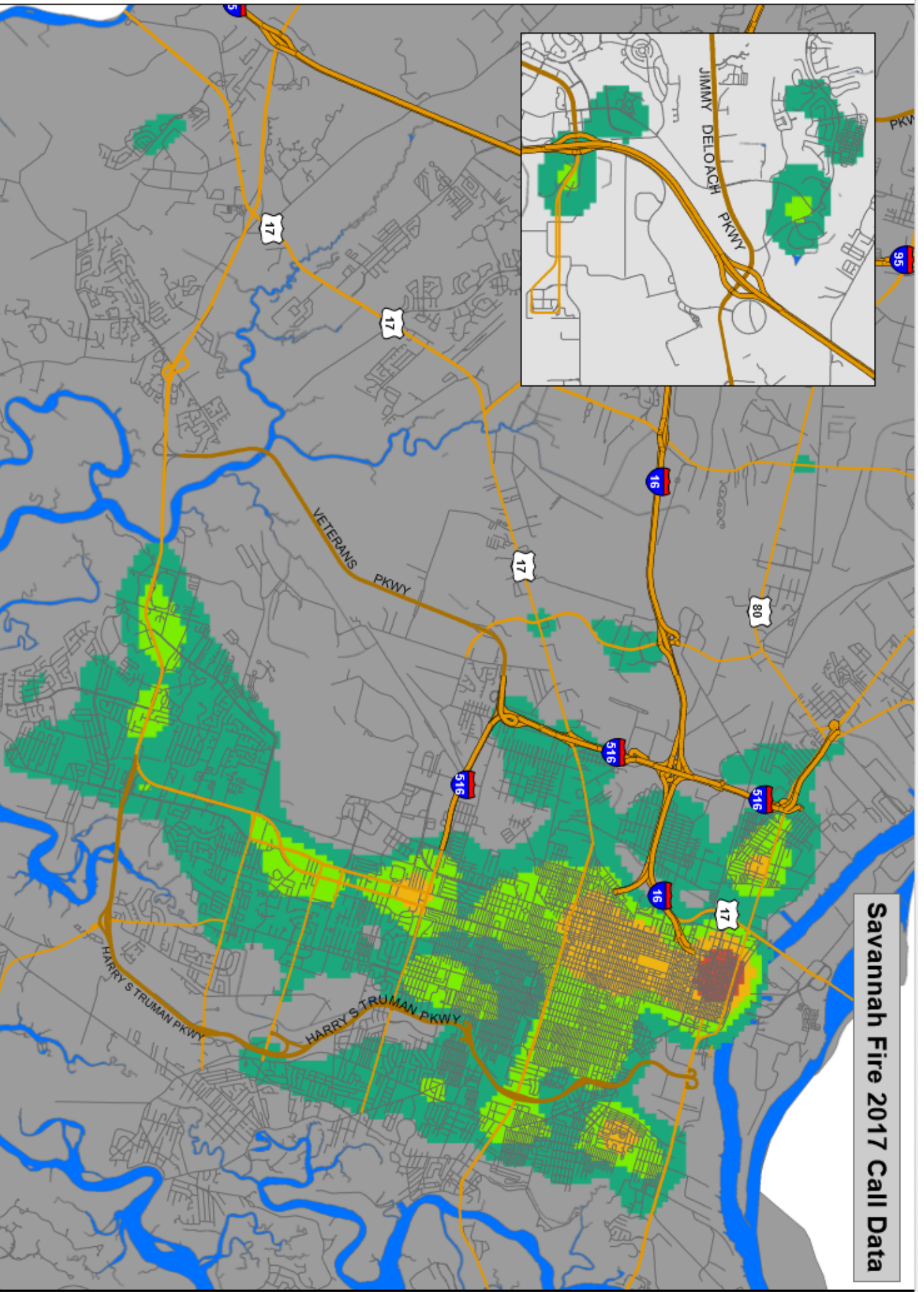
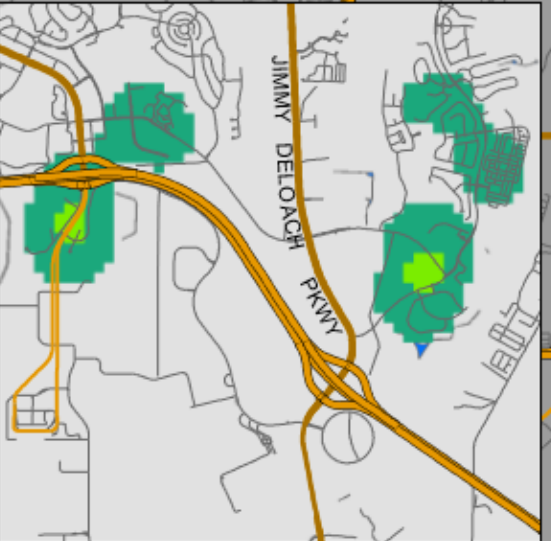
Curtis Wallace
Assistant Chief Logistics



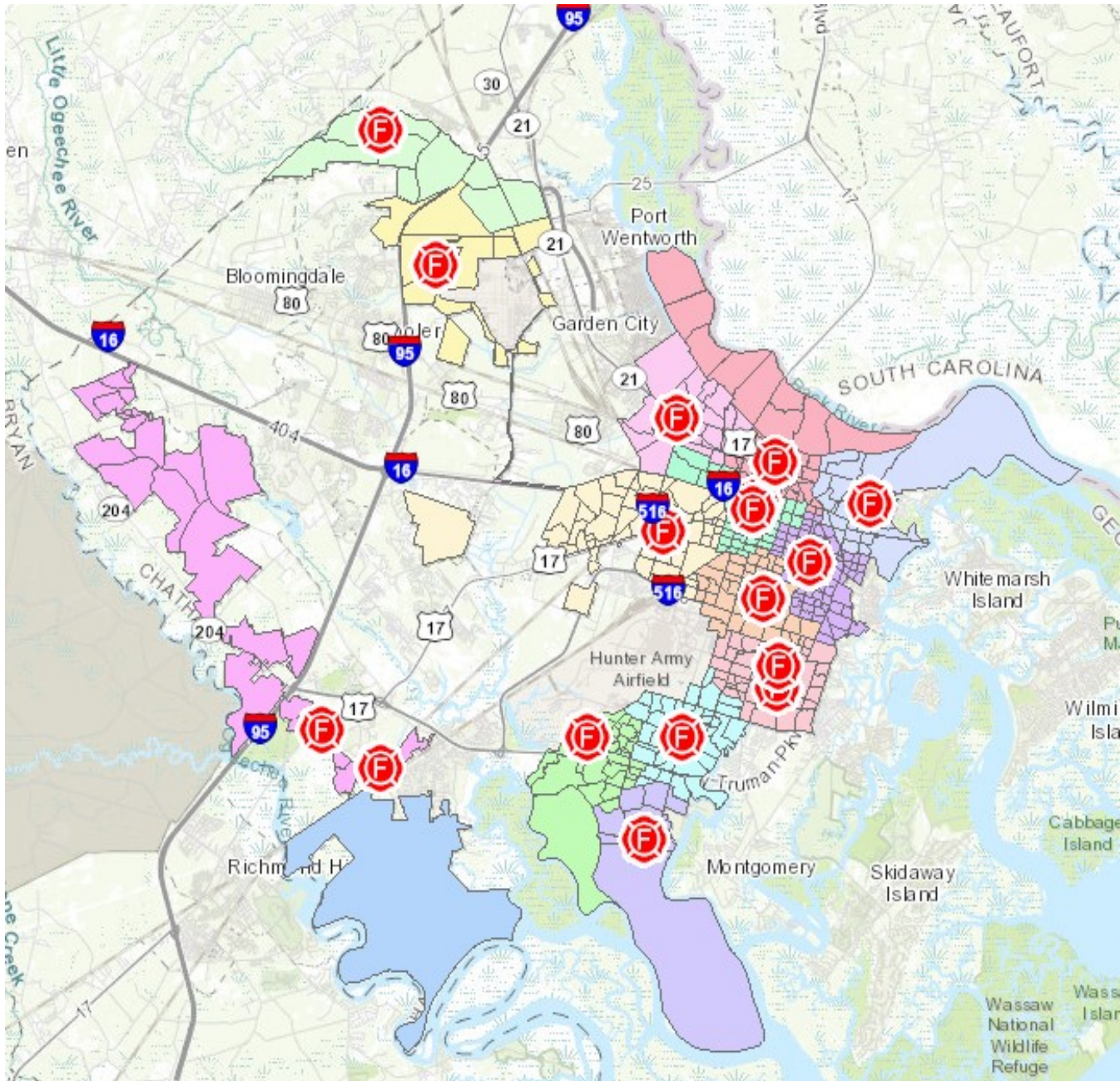
Logistics Division



Savannah Fire 2017 Call Data



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Station / Incident Maps



**Thank you for taking the time to
read and share in our successes in
2017**